THAT WHICH IS CLAIMED:

1. A multi-protocol self-service application access method comprising:

receiving a user access request from a user at a server associated with the self-service application;

determining whether a protocol of the received request is a wireless or wired protocol;

formatting the received request to a common format for processing by the self-service application; and

selectively transmitting a responsive query from the self-service application to the user based on the wireless protocol when the received request is a wireless protocol request and based on the wired protocol when the received request is a wired protocol request based on whether the received request is determined to be a wireless or wired protocol.

2. The method of Claim 1 wherein the self-service application comprises a network password and/or account privileges management application and wherein the responsive query comprises a challenge question to validate the user access request.

3. The method of Claim 1 wherein transmitting a responsive query comprises:

formatting the responsive query based on the wireless protocol when the received request is a wireless protocol request and based on the wired protocol when the received request is a wired protocol request; and

transmitting the formatted responsive query.

4. The method of Claim 3 wherein the wireless protocol comprises a wireless access protocol (WAP) and wherein the wired protocol comprises a Hypertext Transfer Protocol (HTTP).

5. The method of Claim 4 wherein the wireless access protocol uses wireless mark-up language (WML) and wherein the wired protocol uses hypertext mark-up language (HTML).

6. The method of Claim 3 wherein the common format comprises a data format of the self-service application and wherein formatting the responsive query includes receiving the responsive query from the self-service application in the data format of the self-service application.

7. The method of Claim 6 wherein the formatted responsive query comprises a text query and the user access request comprises a text query.

8. The method of Claim 7 wherein the user access request comprises a user identifier and wherein the responsive query comprises a challenge question selected based on the user identifier to validate the user access request.

9. The method of Claim 8 wherein the method further comprises:

receiving a response to the challenge question from the user at the server associated with the self-service application;

determining whether the received response to the challenge question is a wireless or wired protocol request;

formatting the received response to the challenge question to the common format for processing by the self-service application; and

transmitting a confirmation of execution of the received self-service request to the user if the user access request is validated.

10. The method of Claim 9 further comprising the following carried out by the self-service application:

receiving the user access request in the common format;

selecting the responsive query based on the user identifier;

receiving the received response to the challenge question in the common format;

determining if the user access request is valid based on the received response to the challenge question; and

servicing the user access request only if the user access request is valid.

11. The method of Claim 9 wherein the self-service application comprises a network password and/or account privileges management application.

12. The method of Claim 1 wherein the responsive query comprises a text query and the user access request comprises a text query.

13. A multi-protocol self-service application access system comprising:

a wireless protocol communication interface configured to receive a user access request from a user and transmit a responsive query to a user using a wireless protocol;

a wired protocol communication interface configured to receive a user access request from a user and transmit a responsive query to a user using a wired protocol; and

a conversion circuit configure to format the received user access requests to a common format for processing by the self-service application.

14. The system of Claim 13 wherein the self-service application comprises a network password and/or account privileges management application and wherein the responsive query comprises a challenge question to validate the user access request.

15. The system of Claim 13 wherein the conversion circuit is further configured to format the responsive query based on the wireless protocol when the received request is a wireless protocol request and based on the wired protocol when the received request is a wired protocol request.

16. The system of Claim 15 wherein the wireless protocol comprises a wireless access protocol (WAP) and wherein the wired protocol comprises a Hypertext Transfer protocol (HTTP).

17. The system of Claim 16 wherein the wireless access protocol uses wireless mark-up language (WML) and wherein the wired protocol uses hypertext mark-up language (HTML).

18. The system of Claim 15 wherein the common format comprises a data format of the self-service application and wherein the conversion circuit is further configured to receive the responsive query from the self-service application in the data format of the self-service application.

19. The system of Claim 18 wherein the formatted responsive query comprises a text query and the user access request comprises a text query.

20. The system of Claim 18 wherein the user access request comprises a user identifier and wherein the responsive query comprises a challenge question selected based on the user identifier to validate the user access request.

21. The system of Claim 20 wherein the conversion circuit is configured to format a received response to the challenge question in the wireless protocol or the wired protocol to the common format for processing by the self-service application and wherein the system further comprises a validation circuit

that determines if the user access request is valid based on the formatted received response to the challenge question.

22. The system of Claim 21 further comprising a service circuit that services the user access request only if the user access request is valid.

23. The system of Claim 22 wherein the validation circuit and the service circuit comprise the self-service application.

24. The system of Claim 23 wherein the self-service application comprises a network password and/or account privileges management application.

25. A computer program product for accessing a multi-protocol self-service application, the computer program product comprising:

a computer-readable storage medium having computer-readable program code embodied in said medium, said computer-readable program code comprising:

computer-readable program code that receives a user access request from a user at a server associated with the self-service application;

computer-readable program code that determines whether a protocol of the received request is a wireless or wired protocol;

computer-readable program code that formats the received request to a common format for processing by the self-service application; and

computer-readable program code that selectively transmits a responsive query from the self-service application to the user based on the wireless protocol when the received request is a wireless protocol request and based on the wired protocol when the received request is a wired protocol request based on whether the received request is determined to be a wireless or wired protocol.